

# Homeland Security Case Studies

Enhancing National Security through IT



Increasingly complex threats from terrorism on a global front, amongst others have elevated the needs for homeland security agencies to strengthen their ability to react to critical situations rapidly.

With more than 20 years' experience and expertise in homeland security solutions, NCS has partnered a wide range of government agencies and developed solutions that combat crime, improve public safety and enhance national security. These solutions are specially designed to support collaborative homeland security management at multiple levels and across various government agencies.

## IMPROVING RESPONSE MANAGEMENT

One key concern faced by homeland security today is to improve response management to issues, be it lodging police reports, emergencies, applications for clearance etc. At the same time, the respective agencies also need to maximize their limited manpower resources. Reducing manual work processes is key to addressing these concerns, enabling staff to improve efficiency, boost productivity and better manage their workflow.

In order to overcome these challenges, NCS has developed customised solutions for various homeland security agencies. The case studies of NCS homeland security solutions are focused on Singapore Police Force, Central Narcotics Bureau and Immigration and Checkpoints Authority.

## CHALLENGES

- Improve response management
- Maximize limited resources

## SOLUTION

### Singapore Police Force

- Electronic Police Centre (ePC)
- Self Report Lodging System (SRLS)

### Central Narcotics Bureau

- Permit Administration and ConTROL System (PATROL)

### Immigration and Checkpoints Authority

- e-Appointment System
- e-Visit Pass (e-VP)

## BENEFITS

- Improved work processes
- Improved response management
- Greater convenience and accessibility to Homeland Security information

## ENHANCING POLICE SERVICES



The Singapore Police Force (SPF) maintains law and order in the Republic of Singapore. With an increasing demand for police services to be available anytime, anywhere and coupled with national wide Government initiative, SPF needed a solution to overcome this challenge.

- Electronic Police Centre (ePC)

NCS was appointed by SPF to develop an e-Service known as the electronic Police Centre (ePC). This solution allows members of the public to lodge reports relating to loss property and general crime which are not time critical. With this new channel of report lodging, members of the public can file non-time critical reports at their convenience without the need to head down to a police centre, thereby doing away with the waiting time. ePC also helps to free up the limited manpower resources at police centres, allowing them to deal with time-critical cases more efficiently. Currently, ePC handles an average of 1,200 reports a month.

- Self Report Lodging System (SRLS)

Another solution created by NCS to improve SPF's services is the Self Report Lodging System (SRLS). The system can be accessed through specially designated stations at selected Neighbourhood Police Centres (NPC). At the SRLS stations, members of the public can key in their own reports which will then be verified by the Police counter officers before confirmation. Police officers are also present to answer to any queries from members of public regarding the use of the system. Types of self-lodged reports include loss and found property, general crime and traffic accidents. The introduction of SRLS has improved the workflow in NPCs, resulting in a reduction in waiting time for members of public and increase in efficiency in the report lodging process.

## ONLINE DRUG PERMIT APPLICATION



The Central Narcotics Bureau (CNB) was established in 1971 as the primary drug enforcement agency entrusted with the responsibilities of coordinating all matters pertaining to the fight against drugs and to make Singapore drug free. CNB also regulates precursor chemicals necessary in the

manufacture of controlled drugs. Declarations are required for every import, export and shipment of these precursor chemicals.

- Permit Administration and ConTROL System (PATROL)

Previously, traders sent the declaration forms and supporting documents through fax. This process was time-consuming and resource intensive. A more efficient and effective system was needed to streamline processes and improve the speed of application approval/rejection.

NCS, working with CNB, developed a web-based online permit application system for CNB. The Permit Administration and ConTROL System (PATROL) enables registered traders and forwarders to perform permit transactions online. With PATROL in place, traders and forwarders will be able to have immediate

access to required information anytime and anywhere. Tracking of all permits and status are also available at a glance.

## E-SERVICES FOR IMMIGRATION APPLICATIONS



The Immigration and Checkpoints Authority (ICA) is a government agency under the Ministry of Home Affairs. It is responsible for the security of Singapore's borders against the entry of undesirable persons and cargo through our land, air and sea checkpoints. ICA

also performs other immigration and registration functions such as issuing travel documents and identity cards to Singapore citizens and various immigration passes and permits to foreigners.

- e-Appointment System

The e-Appointment system allows the public to plan their time when they need to make a trip to the ICA Building. They can expect a shorter waiting time if they turn up punctually for their appointment. With a few simple clicks of the buttons, a customer will be able to make an appointment with the ICA for a wide array of immigration services and facilities. Concurrently, it also helps the ICA to better manage its limited resources and alleviate any unpleasant or security concerns that could arise in an overcrowded services centre.

- e-Visit Pass (e-VP)

e-VP is an e-service introduced by ICA that allows application of Visit Pass (long term) without making a trip to ICA. All applications submitted through e-VP are required to have the processing fees paid before they can be processed. Approved applications under e-VP will also need to go through online payment before completing of formalities. Once the payment transaction is successfully completed, applicant will be notified of his/her application status either by email (if provided) or via "Status Enquiry".

## ENHANCING SERVICES USING IT

These case studies have shown that by implementing IT solutions and reducing manual processes, be it a small-scale deployment or nation-wide system, there is an improved work process and response management for staff. Members of the public also have greater convenience and accessibility to information regarding Homeland Security issues.

NCS is committed to facilitate homeland security through our suite of security solutions, domain knowledge and best practices learned, focusing and fulfilling homeland security needs to enable a seamless, safe and efficient nation.

By implementing IT solutions for homeland security, members of the public have greater accessibility to information pertaining to homeland security.